



# WELCOME TO DHL EMAILSHIP

## USER GUIDE

### SHIPPING MADE SIMPLE

**DHL eMailShip** is an easy-to-use electronic tool from DHL Express to simplify the shipping process. Save time and effort with reusable PDF forms and step-by-step instructions. Prepare and print waybills, shipment forms, customs documents, pickup forms, and send them via email. All with one convenient tool.

**DHL eMailShip** can be downloaded for free and is ideal for companies that have multiple decentralized users and locations.

#### BENEFITS AT A GLANCE:

- Easy-to-fill-out form fields
- Delivery notification available to multiple e-mail addresses
- Save up to 50 receiver addresses for future use
- All DHL product offerings available

EXCELLENCE. SIMPLY DELIVERED.





## GETTING STARTED

Downloading the reusable PDF forms is absolutely free.  
No registration is required.

To get started, you will need a PC with Internet access, a printer,  
an active e-mail account, and a DHL account number with  
available credit.

### Minimum Software Requirements

Any one of the following Operating Systems:

- Windows Server 2003 with Service Pack 1 or above
- Windows XP with Service Pack 2 or above
- Windows Vista
- Windows 7 with Service Pack 1 or above
- Windows 8 with Service Pack 1 or above

Any one of the following PDF readers:

- Adobe Reader 8 and above
- Adobe Acrobat 8 and above



# DOWNLOADING DHL EMAILSHIP

**BENCHMARK YOUR BUSINESS!**  
AND SEE IF YOU ARE READY TO  
GROW INTO INTERNATIONAL MARKETS.

**BENCHMARK NOW**

**DHL Worldwide**

Choose a location

Choose a location

Afghanistan  
Albania  
Algeria  
American Samoa  
Andorra  
Angola  
Anguilla  
Antigua and Barbuda

**DHL Services** | **Industry Sector Solutions** | **About Us**

**Express Services** | **Freight Transportation** | **Supply Chain Solutions**

**Excellence. Simply Delivered.**  
International express deliveries; global freight forwarding by air, sea, road and rail; warehousing solutions from packaging, to repairs, to storage; mail deliveries worldwide; and other customized logistic services – with everything DHL does, we help connect people and improve their lives.

**Read more**

**Important Information**

- Important Info and Service Alerts
- Shipping Lithium Batteries
- DHL Express Compliance with EU Security Requirements
- Customer Advisory: Customs Clearance Requirements in India
- USA: New Fraudulent Email Alert

## STEP 1:

Download **DHL eMailShip** through your country's DHL Web site at [www.dhl.com](http://www.dhl.com).

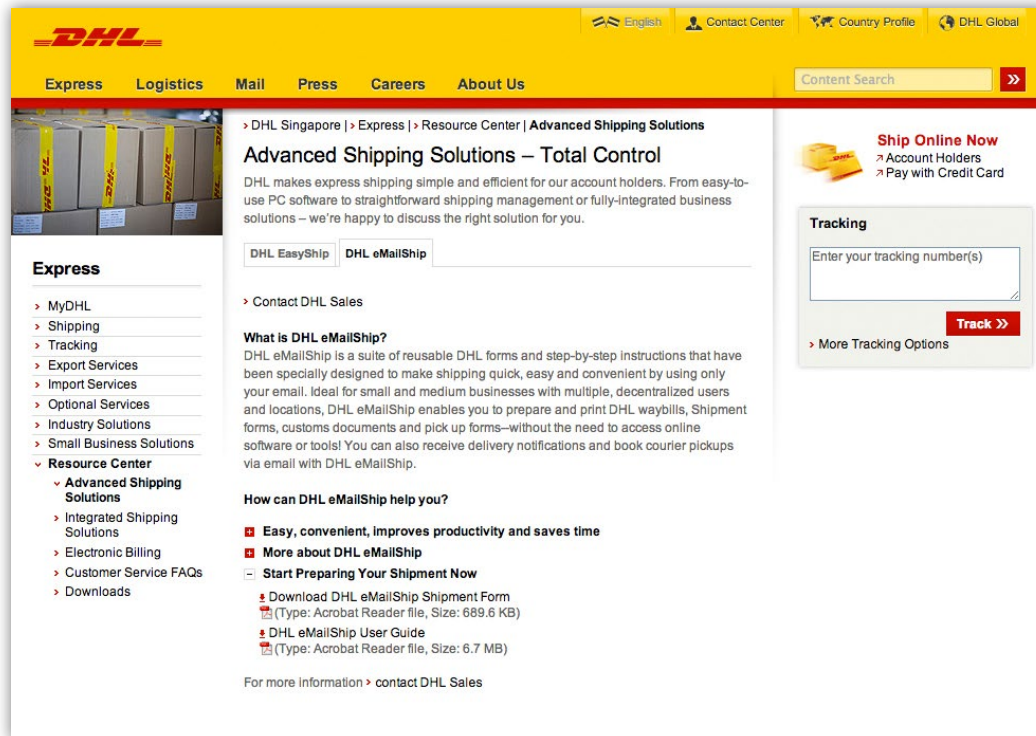
Open the "Express" menu and select "Resource Center."

Click the "Advanced Shipping Solutions" link and then choose the "DHL eMailShip" tab.





# DOWNLOADING DHL EMAILSHIP



**Express**

- MyDHL
- Shipping
- Tracking
- Export Services
- Import Services
- Optional Services
- Industry Solutions
- Small Business Solutions
- Resource Center
  - Advanced Shipping Solutions
  - Integrated Shipping Solutions
  - Electronic Billing
  - Customer Service FAQs
  - Downloads

**Advanced Shipping Solutions – Total Control**

DHL makes express shipping simple and efficient for our account holders. From easy-to-use PC software to straightforward shipping management or fully-integrated business solutions – we're happy to discuss the right solution for you.

**Ship Online Now**

- Account Holders
- Pay with Credit Card

**Tracking**

Enter your tracking number(s)

**Track >>**

**What is DHL eMailShip?**

DHL eMailShip is a suite of reusable DHL forms and step-by-step instructions that have been specially designed to make shipping quick, easy and convenient by using only your email. Ideal for small and medium businesses with multiple, decentralized users and locations, DHL eMailShip enables you to prepare and print DHL waybills, Shipment forms, customs documents and pick up forms—without the need to access online software or tools! You can also receive delivery notifications and book courier pickups via email with DHL eMailShip.

**How can DHL eMailShip help you?**

- Easy, convenient, improves productivity and saves time
- More about DHL eMailShip
- Start Preparing Your Shipment Now
  - Download DHL eMailShip Shipment Form (Type: Acrobat Reader file, Size: 689.6 KB)
  - DHL eMailShip User Guide (Type: Acrobat Reader file, Size: 6.7 MB)

For more information > contact DHL Sales

## STEP 2:

Click to expand the “Start Preparing Your Shipment Now” link.

Click the “Download DHL eMailShip Shipment Form” link to begin the download.


### Start Preparing Your Shipment Now

- Download DHL eMailShip Shipment Form (Type: Acrobat Reader file, Size: 689.6 KB)
- DHL eMailShip User Guide (Type: Acrobat Reader file, Size: 6.7 MB)





# COMPLETING THE SHIPMENT FORM

 **Shipment Form**

☐ Click here if you do not have Desktop Mail and unable to access Internet email service

☐ Process Shipment ☐ Request a Pickup

<b>1 Payer account number and insurance details</b> Charge to <input checked="" type="radio"/> Shipper <input type="radio"/> Receiver <input type="radio"/> 3rd Party <input type="checkbox"/> Cash Shipment Payer Account No * Shipment Insurance Required? See <a href="#">Terms &amp; Conditions</a> <input type="checkbox"/> Yes <input type="checkbox"/> Insured value <input type="text"/> Local Currency		<b>4 Products &amp; Services</b> (*Products not available to and from all location. Please go to <a href="http://dct.dhl.com">http://dct.dhl.com</a> to check on it.) Type IND Product Express Worldwide <input type="checkbox"/> Delivery Notification <input type="checkbox"/> Pre-alert Advisory													
<b>2 From (Shipper)</b> Shipper's Account Number * Contact Name * Shipper's Reference Company Name * Country * Please Select Address * Federal Tax ID <input checked="" type="radio"/> CNPJ <input type="radio"/> CPF		<b>5 Shipment details</b> <table border="1"> <thead> <tr> <th>Pieces*</th> <th>Piece Weight *</th> <th>KGS</th> <th>Length</th> <th>Width</th> <th>Height</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0.5</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> Total number of Packages : 1 Total Weight : 0.5 Kg(s) <a href="#">More</a>		Pieces*	Piece Weight *	KGS	Length	Width	Height	1	0.5				
Pieces*	Piece Weight *	KGS	Length	Width	Height										
1	0.5														
State Please Select Phone * IE/RG		<b>6 Full description of contents</b> Give content and quantity *													
<b>3 To (Receiver)</b> <input type="button" value="Save"/> <input type="button" value="List"/> <input type="button" value="Delete"/> <input type="button" value="Clear"/> Company Name * Country * Please Select Address * Federal Tax ID <input checked="" type="radio"/> CNPJ <input type="radio"/> CPF		<b>7 Non Document shipment only (Customs Requirements)</b> Shipper's VAT/GST number Receiver's VAT/GST Declared Value for Customs (as on commercial/proforma invoice) Local Currency Harmonised Commodity Code (if applicable) (FTR) Exemption: Please Select TYPE OF EXPORT <input checked="" type="radio"/> Permanent <input type="radio"/> Temporary <input type="radio"/> Repair/Return Destination duties/taxes <input checked="" type="radio"/> Receiver <input type="radio"/> Shipper <input type="radio"/> Others													
Postcode Suburb State Please Select Contact Person * Phone * IE/RG		<b>8 Shipper's agreement</b> Unless otherwise agreed in writing, I/we agree that DHL's Terms and Conditions of Carriage are all the terms of the contract between me/us and DHL and (1) such Terms and Conditions and, where applicable, the Warsaw Convention limits and/or excludes DHL's liability for loss, damage or delay and (2) this shipment does not contain cash or dangerous goods (see <a href="#">Terms &amp; Conditions</a> ) <input type="checkbox"/> I Agree Date: 31-07-2014													

Version 04.00.00

Once you have the PDF form, you'll see that eMailShip has three easy-to-complete forms:

- Shipment Form
- Customs Document (optional)
- Pickup Form (optional)

eMailShip will help you validate some of the information you input and prompt you where to correct.

## STEP 1:

Indicate who will be charged for the shipment and enter the payer account number if applicable to the selection.

Click the box beside "Yes" to insure the shipment, enter a monetary value, and currency type.

## NOTE

All required fields on the Shipment Form are marked with an asterisk (\*).

When "Cash Shipment" is selected as the payment option, you can leave the "Payer Account Number" field blank as well as the "Shipper's Account Number" field.

# COMPLETING THE SHIPMENT FORM

1 Payer account number and insurance details	
Charge to	<input checked="" type="radio"/> Shipper <input type="radio"/> Receiver <input type="radio"/> 3rd Party <input type="checkbox"/> Cash Shipment
Payer Account No *	
Shipment Insurance Required ?	See <a href="#">Terms &amp; Conditions</a>
<input type="checkbox"/> Yes Insured value	Local Currency
2 From (Shipper)	
Shipper's Account Number *	Contact Name *
Shipper's Reference	
Company Name *	
Country *	City *
Please Select	
Address *	Postcode Suburb
	State Please Select
	Phone *
Federal Tax ID	IE/RG
<input checked="" type="radio"/> CNPJ <input type="radio"/> CPF	
3 To (Receiver)	
<div> <div>Save</div> <div>List</div> <div>Delete</div> <div>Clear</div> </div>	
Company Name *	<div> Dannevirke Motors  Jones Co.  Satou Inc. </div>
Country *	City *
Please Select	
Address *	Postcode * Suburb
	State
	Please Select
Contact Person *	Phone *
Federal Tax ID	IE/RG
<input checked="" type="radio"/> CNPJ <input type="radio"/> CPF	

Payer, Insurance, and Shipper Information (Sections 1 & 2)

Receiver Information: List Button (Section 3)

## STEP 2:

Enter all required shipper information.

## STEP 3:

Enter all required receiver information. Saved addresses can be retrieved by clicking the yellow "List" button.

### TIP

Save up to 50 receiver addresses, and 50 shipper's references with the eMailShip tool.

# COMPLETING THE SHIPMENT FORM

**4 Products & Services** (\*Products not available to and from all location. Please go to <http://dct.dhl.com> to check on it.)

Type: International NonDocument

Product: Express Worldwide

☐ Delivery Notification

☐ Pre-alert Advisory

**5 Shipment details**

Pieces*	Piece Weight*	Product	Height(CM)
1	0.5	Express 09:00	
		Express 10:30	
		Express 12:00	
		Express Worldwide	
		Economy Select	
		Jumbo Box (Box 5)	
		Jumbo Box (Box 8)	
		Express Easy	

Total number of Packages : 1 Total Weight : 0.5 Kg(s) [More](#)

**6 Full description of contents**

Give content and quantity \*

**7 Non Document shipment only (Customs Requirements)**

Shipper's VAT/GST number: Receiver's VAT/GST

Declared Value for Customs (as on commercial/proforma invoice): Local Currency

Harmonised Commodity Code (if applicable)

(FTR) Exemption: Please Select

TYPE OF EXPORT: ☒ Permanent ☐ Temporary ☐ Repair/Return

Destination duties/taxes: ☒ Receiver ☐ Shipper ☐ Others

specify approved account number

**8 Shipper's agreement**

Unless otherwise agreed in writing, I/we agree that DHL's Terms and Conditions of Carriage are all the terms of the contract between me/us and DHL and (1) such Terms and Conditions and, where applicable, the Warsaw Convention limits and/or excludes DHL's liability for loss, damage or delay and (2) this shipment does not contain cash or dangerous goods

(see [Terms & Conditions](#))

☐ I Agree Date: 31-07-2014

Products and Services, Shipment Details, and Contents (Sections 4-6)  
Customs Information and Shipper's Agreement (Sections 7 & 8)

## STEP 4:

From the "Type" drop-down menu, select the appropriate shipment type.

Choose the preferred DHL product from the "Product" drop-down menu.

To send delivery notices to specified parties, click the box beside "Delivery Notification" and enter multiple e-mail addresses.

To pre-alert any specified parties about this shipment, click the box beside "Pre-alert Notification" and enter multiple e-mail addresses.

### Note

If the product selected is not available for the destination country, you will receive an e-mail requiring the selection of another product.

## STEP 5:

Enter the piece count, shipment weight, and dimensions.

### Note

Click the blue "More" link if additional table rows are needed. Each shipment piece will generate a waybill to be printed.

## STEP 6:

Enter the contents description and quantity.

## STEP 7:

For US origin shipment: If your shipment does not require you to file EEI or provide an ITN then choose a Foreign Trade Regulation (FTR) exemption code for the dutiable shipment.

The purpose of the FTR is to collect U.S. export statistical data, as well as to enforce U.S. export control laws. If your shipment does require an EEI or ITN, please utilize our shipping application at [www.dhl-usa.com](http://www.dhl-usa.com) to prepare your shipment.

Mark the export type.

Indicate who will pay the duties and taxes.

### Note

Section 7 information is only required for shipments with non-document components.

## STEP 8:

Read the Shipper's Agreement.

Click the "Terms & Conditions" link to read the DHL Express Terms and Conditions of Carriage.

Click the box beside "I Agree."

### Note

If the product selected is not available for the destination country, you will receive an e-mail requiring the selection of another product. You will receive this email after sending your confirmation.

☒ Process Shipment  
☐ Request a Pickup

**Transmit to DHL**

Once the necessary forms for your shipment are complete, click the box beside "Process Shipment."

If you have a regular DHL pickup scheduled, there is no need to click "Request a Pickup."

Click "Transmit to DHL" to send the shipment information to DHL.



# COMPLETING THE CUSTOMS DOCUMENT (OPTIONAL)

**DHL Customs Document**  
(To be filled for Dutiable Shipments Only)

Clear All

**1 Shipper**

**2 Receiver**

**3 Bill to Third Party**

**4 Invoice Details**

Type Of Invoice \* Commercial Invoice

Date 31-07-2014

Invoice Number 12312313

Shipment Reference 123123123

**5 Shipping Terms**

Payer of GST/VAT

Type of Export Permanent

Terms of Payment 123123123

Currency Code Local Currency

Incoterm \* DAP - Delivered At Place

**6 Comments**

Add Next Item Please note that maximum of 10 items can be added

**7 Item Description**

No.	Full Description of Goods *	QTY *	Unit of Measure	Commodity Code	Unit Value *	Subtotal Value	Unit Net Weight	Subtotal Weight	Country of Origin *	State of Origin (Applicable for Australia only)
X 1			N/A						Please Select	
Total Declared Value						Total Net Weight		Kg(s)		
Total Pieces						3	Total Gross Weight		1.5	Kg(s)

Version 04.00.00

## Customs Document

Add Next Item Please note that maximum of 10 items can be added

**7 Item Description**

No.	Full Description of Goods *	QTY *	Unit of Measure	Commodity Code	Unit Value *	Subtotal Value	Unit Net Weight	Subtotal Weight	Country of Origin *	State of Origin (Applicable for Australia only)
X 1			N/A						Please Select	
Total Declared Value						Total Net Weight		Kg(s)		
Total Pieces						3	Total Gross Weight		1.5	Kg(s)

Version 04.00.00

## Item Description (Section 7)

The Customs Document can be used for non-document international shipments that need customs documentation.

### STEPS 1 & 2:

The eMailShip tool will have auto-completed the shipper and receiver address information in sections 1 and 2 using the information entered on the Shipment Form.

If the product selected is not available for the destination country, you will receive an e-mail requiring the selection of another product.

### STEP 3:

Entering third-party information is only necessary if specified on the invoice that a third party should be billed.

### STEP 4:

Open the "Type Of Invoice" drop-down menu to choose the invoice type.

The date will be auto-completed for you.

Optionally, enter the invoice number and shipment reference.

### STEP 7:

Enter the required item information.

#### Note

To add additional rows for multiple packages, click the "Add Next Item" button. A maximum of 10 item rows can be added.

To delete a row, click the "X" button to the left of the row to be removed.

### STEP 5:

Some of the "Shipping Terms" fields will auto-complete using the information entered on the Shipment Form.

Enter the optional "Terms of Payment."

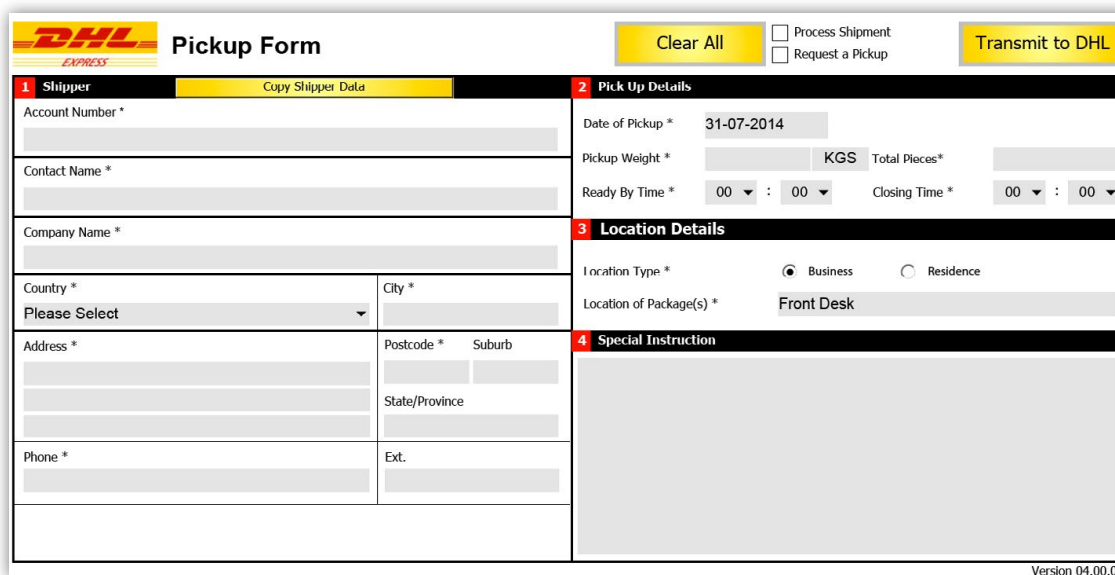
To enter a required Incoterm, open the drop-down menu to choose.

### STEP 6:

Enter optional comments by clicking inside the field.



# COMPLETING THE PICKUP FORM (OPTIONAL)



**DHL EXPRESS Pickup Form**

Clear All ☐ Process Shipment ☐ Request a Pickup **Transmit to DHL**

1 Shipper		2 Pick Up Details	
Copy Shipper Data			
Account Number *		Date of Pickup *	31-07-2014
Contact Name *		Pickup Weight *	KGS Total Pieces*
Company Name *		Ready By Time *	00 : 00 Closing Time * 00 : 00
Country *	City *	3 Location Details	
Please Select		Location Type * <input checked="" type="radio"/> Business <input type="radio"/> Residence	
Address *	Postcode * Suburb	Location of Package(s) * Front Desk	
	State/Province	4 Special Instruction	
Phone *	Ext.		

Version 04.00.00

## Pickup Form

### Note

The Pickup Form can be used when you do not have a regular DHL pickup scheduled.

### STEP 1:

If the pickup address information matches the shipper address information entered on the Shipment Form, click the "Copy Shipper Data" button to have the fields auto-completed for you. Otherwise, click inside the field to type the pickup address.

### Note

When paying by cash at pickup, the information you enter on the Shipment Form will auto-complete the corresponding Pickup Form fields.

Even if you have multiple shipments, you only need to send one pickup request per day.

# COMPLETING THE PICKUP FORM (OPTIONAL)

**2 Pick Up Details**

Date of Pickup \* 31-07-2014

Pickup Weight \* KGS Total Pieces\*

Ready By Time \* 00 : 00 Closing Time \* 00 : 00

**3 Location Details**

Location Type \* ☒ Business ☐ Residence

Location of Package(s) \* Front Desk

**4 Special Instruction**

## STEP 2:

Enter the mandatory pickup details.

## STEP 3:

Mark the location type—either “Business” or “Residence.”  
Click inside the field to indicate the location of the shipment.

## STEP 4:

Additional instructions for the pickup courier can be entered into the “Special Instructions” field.

### Note

- ☒ Process Shipment  
☒ Request a Pickup

Transmit to DHL

Pick Up Details, Location Details, and Special Instructions (Sections 2-4)

Once the necessary forms for your shipment are complete, click the box beside “Process Shipment.”

If paying by DHL account and you have a regular DHL pickup scheduled, there is no need to click “Request a Pickup.”

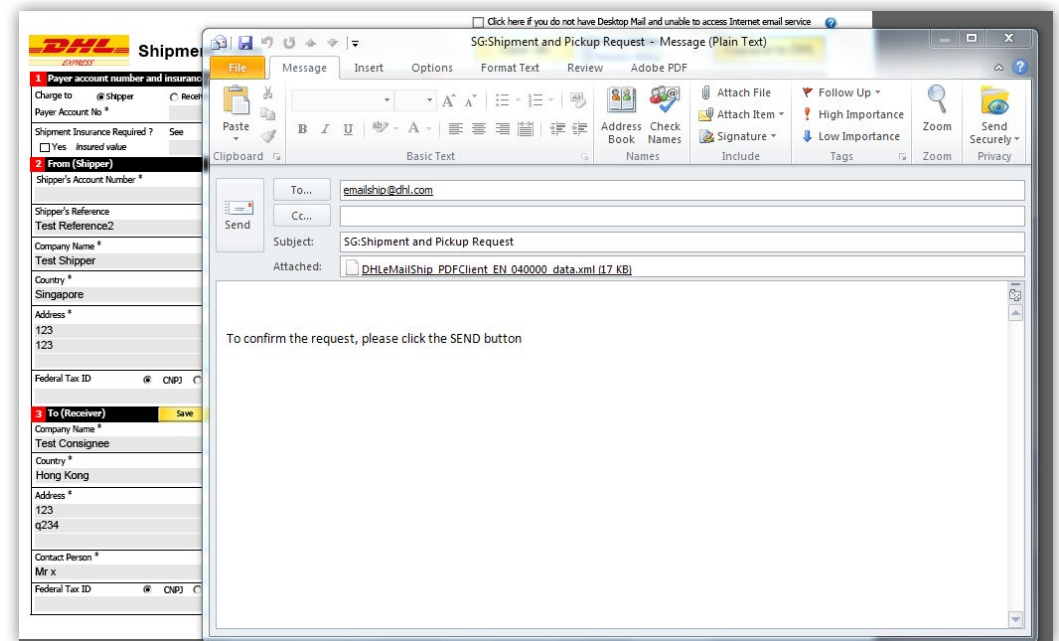
If you are paying by cash, you must click “Request a Pickup.”

Click “Transmit to DHL” to send the shipment information to DHL.





# E-MAIL CONFIRMATION AND SHIPPING DOCUMENTS



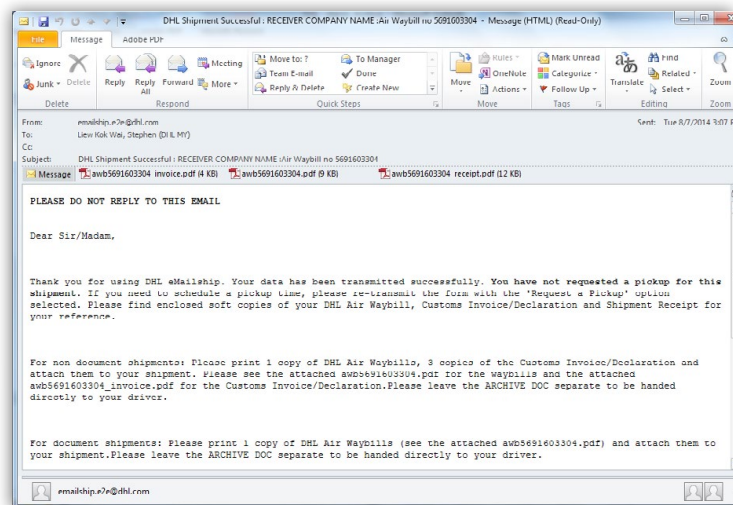
## Shipment Request E-mail

### STEP 1:

Once all necessary forms are completed and you click "Transmit to DHL," an e-mail message window pops up from your already-installed e-mail software client. This message will contain all the shipping information you have just completed on the eMailShip forms.



# E-MAIL CONFIRMATION AND SHIPPING DOCUMENTS



## Confirmation E-mail With Waybill Attachments

### STEP 2:

After e-mailing your shipment request, you will receive a confirmation e-mail.

The e-mail will contain attachments of all necessary shipping documentation and instructions on how many of each to print.

### Note

For cash shipments, you will receive a reply indicating the charges for your shipment request. You need to send your confirmation by clicking on the "Please click here to confirm the shipment" statement.

If there are problems with your submission, you would receive an email containing the error message, in which case you will have to update the form and resend the request.





# E-MAIL CONFIRMATION AND SHIPPING DOCUMENTS

**EXPRESS WORLDWIDE WPX** **DHL**

DHL Express 04.09.09 / 10-1310

From : TEST COMPANY NAME  
TEST  
ADDRESS 1  
ADDRESS 2  
ADDRESS 3  
CITY SYDNEY 2127 SUBURB HOMEBUSH  
Australia  
Contact: 001111

Origin: **SYD**

To : RECEIVER COMPANY NAME  
CONTACT PERSON RECEIVER  
RECEIVER ADDRESS 1  
RECEIVER ADDRESS 2  
RECEIVER ADDRESS 2  
**2022 RECEIVER CITY**  
**New Zealand**

Contact: 000111111100000  
01111

**NZ-AKL-GTWG615**

**C** Day Time

Reference: TEST REFERENCE Date: 2014-07-08 Pcs/Shpt Weight: 20/20.0 kg Piece: 1/1

Contents: THIS IS A TEST SHIPMENT FROM eMAILSHIP 4.0 UAT

WAYBILL 56 9160 3304

(J) JD01 3036 5381 5630 2047

**\* ARCHIVE DOC \*** **WPX** **DHL**

Not to be attached to package

From : TEST COMPANY NAME  
TEST  
ADDRESS 1  
ADDRESS 2  
ADDRESS 3  
CITY SYDNEY 2127 SUBURB HOMEBUSH  
Australia  
Contact: 001111

Origin: **SYD**

To : RECEIVER COMPANY NAME  
CONTACT PERSON RECEIVER  
RECEIVER ADDRESS 1  
RECEIVER ADDRESS 2  
RECEIVER ADDRESS 2  
**2022 RECEIVER CITY**  
**New Zealand**

Contact: 000111111100000  
01111

**NZ-AKL-GTWG615**

Product: [P] EXPRESS WORLDWIDE (48) Features / Services:

Payment code:

Shipper:

Bill To:

Reference: TEST REFERENCE Shpt Wght: 20.0 kg # of Pieces: 1

Declared Val: AUD 10000 Shipment Date: 2014-07-08

Insured Val:

Contents: THIS IS A TEST SHIPMENT FROM eMAILSHIP 4.0 UAT

WAYBILL 56 9160 3304

License Plates of pieces in shipment  
JD013036538156302047

**DHL EXPRESS**

## Shipment Receipt

Shipment From  
TEST COMPANY NAME

Shipment To  
RECEIVER COMPANY NAME

TEST  
ADDRESS 1  
ADDRESS 2  
ADDRESS 3  
CITY SYDNEY 2127 SUBURB HOMEBUSH  
Australia  
001111

CONTACT PERSON RECEIVER  
RECEIVER ADDRESS 1  
RECEIVER ADDRESS 2  
RECEIVER ADDRESS 2  
RECEIVER CITY 2022  
New Zealand  
00011111110000001111

Shipment Details

Date of Shipment : 2014-07-08  
Air Waybill Number : 5691603304  
Service Type : DHL Express Worldwide (non doc) (WPX)  
Number of Pieces : 1  
Total Weight : 20 kg  
Insured Amount :  
Volumetric Weight :  
Estimated Charges :  
RAS :  
Fuel Surcharge :

International Information

Declared Value : AUD 10000  
Duties and Taxes : Paid by Receiver

Special Services

Billing Information

Payment Type : Shipper Account  
Billed Account :  
Shipper Account :

Reference Information

Reference : TEST REFERENCE

Description of Contents

THIS IS A TEST SHIPMENT FROM eMAILSHIP 4.0 UAT

Piece ID (ISO\_LP) Piece Weight

JD01 3036 5381 5630 2047 20

## Confirmation E-mail With Waybill Attachments

### STEP 3:

The waybill(s) should be printed and attached to every piece in your shipment.

#### Tip

The PDF shipment documents can be saved on your computer. However, note that the PDF documents can only be used for this shipment. If you want to send a new shipment with the same details, you need to send a new email and get a new set of documents.

Using the waybill number(s), login to your country's DHL website to track your shipment.

## Shipment Receipt

## Proforma Invoice

COMBUSH Australia

Date: 2014-07-08

Invoice Number:

Shipment Reference:

Comments: TEST SHIPMENT

Airway Bill Number:  
5691603304

QTY	UCM	Commodity Code	Unit Value	Subtotal Value	Unit Net Weight	Subtotal Weight	Country of Origin
10	TEST 3	N/A	100	1000			Australia
10	TEST 4	N/A	100	1000			Australia
10	TEST 5	N/A	100	1000			Australia
10	TEST 6	N/A	100	1000			Australia
10	TEST 7	N/A	100	1000			Australia
10	TEST 8	N/A	100	1000			Australia
10	TEST 9	N/A	100	1000			Australia
10	TEST 10	N/A	100	1000			Australia
Total Declared Value:				10000	AUD	Total Net Weight:	kg
Total Pieces:				1		Total Gross Weight:	20 kg

Payee of GST/VAT: Receiver (No.)  
Type of Export: Permanent  
Terms of Payment:

Currency Code: AUD  
Incoterms: DAP - Delivered At Place

I hereby certify that the information of this invoice is true and correct and that the contents of this shipment are as stated above.

Signature: \_\_\_\_\_  
Position in Company: \_\_\_\_\_  
Shipping Consultant: \_\_\_\_\_

Company Stamp: \_\_\_\_\_

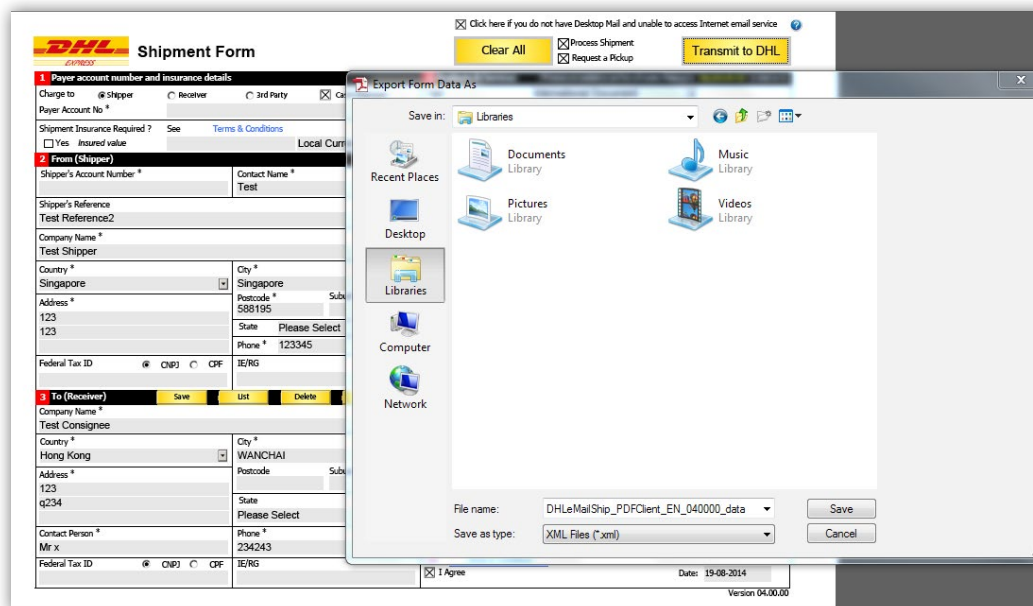
Commercial Invoice

# WHAT IF I DO NOT HAVE DESKTOP MAIL AND AM UNABLE TO ACCESS INTERNET EMAIL SERVICE?

## Steps to attach the Shipment and Pickup request manually:

1. Ensure that the check box "Click here if you do not have Desktop Mail and unable to access Internet email service" is ticked.
2. Click on "Transmit to DHL" button, save the xml file in your desktop folder provided in the pop-up prompt.
3. Go to your mail client, compose new email message.
4. On "To" address field, enter "emailship@dhl.com"
5. On "Subject" field:
  - a. For sending Shipment request: enter "<Shipper country code>:Shipment Request", E.g. shipper "United States Of America" the subject should be "US:Shipment Request"
  - b. For sending Shipment and Pickup request: enter "<Shipper country code>:Shipment and Pickup Request", E.g. shipper "United States Of America" the subject should be "US:Shipment and Pickup Request"
  - c. For sending Pickup request: enter "<Shipper country code>: Pickup Request", E.g. shipper "United States Of America" the subject should be "US: Pickup Request"
  - d. For sending cash shipment if pickup is required, enter "<Shipper country code>:Shipment and Pickup Request", E.g. shipper "United States Of America" the subject should be "US:Shipment and Pickup Request"

6. Attach the xml file saved on clicking on the "Transmit to DHL" button.
7. Click on "Send" button to send the shipment request.



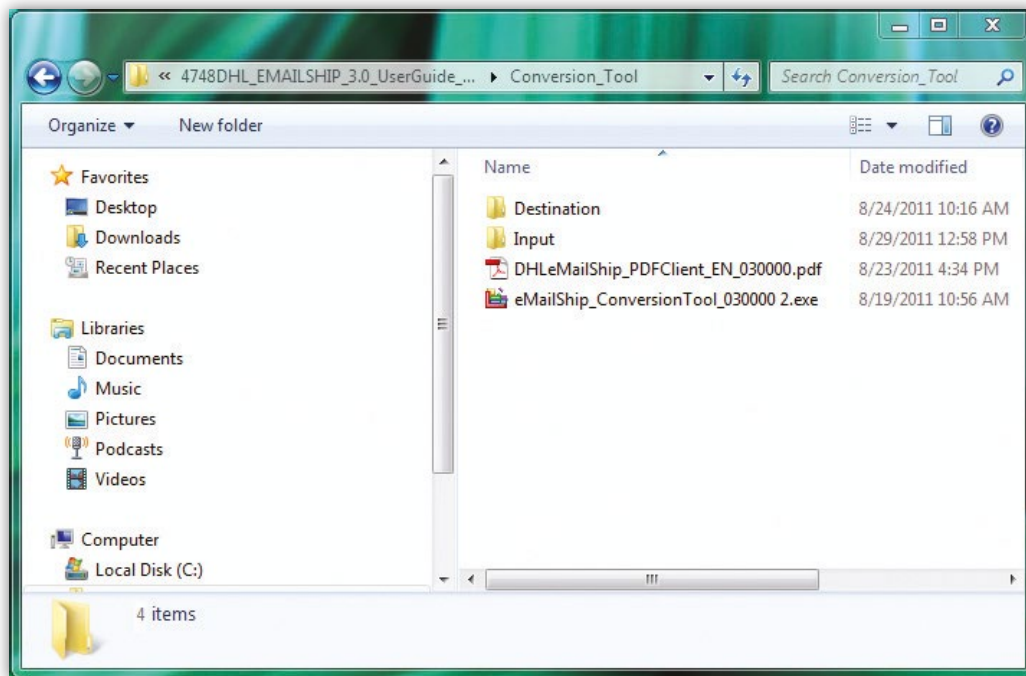


# EMAILSHIP CONVERSION TOOL

## MIGRATE SAVED PDF INFORMATION

You use the **eMailShip** Conversion Tool to migrate data from your older version of **eMailShip** or from DHL Connect into the latest version of **eMailShip**. Shipping couldn't be easier!

Please contact your local DHL office for instructions on how to get the **eMailShip** Conversion tool. Download the **eMailShip** Conversion Tool and the latest **eMailShip** form to your computer.



Input and Destination Folders

### Steps to migrate data from older version of eMailShip:

#### STEP 1:

Open a new folder and name it (e.g. "input").

Place all previously saved **eMailShip** PDFs into the "Input" folder.

#### STEP 2:

Open a second new folder and give it another name (e.g. "Destination"). The new PDFs will be saved to this folder.

#### STEP 3:

Launch the Conversion Tool. Choose "I would like to migrate data from PDF."

Click on the "Browse" button for the first field ("Input" Folder), locate the "Input" folder and click "Open."

Click on the "Browse" button for the second field ("Destination" Folder), locate the "Destination" folder and click "Open."

Click on the "Browse" button for the third field ("Output" File), locate the latest **eMailShip** form and click "Open."

#### STEP 4:

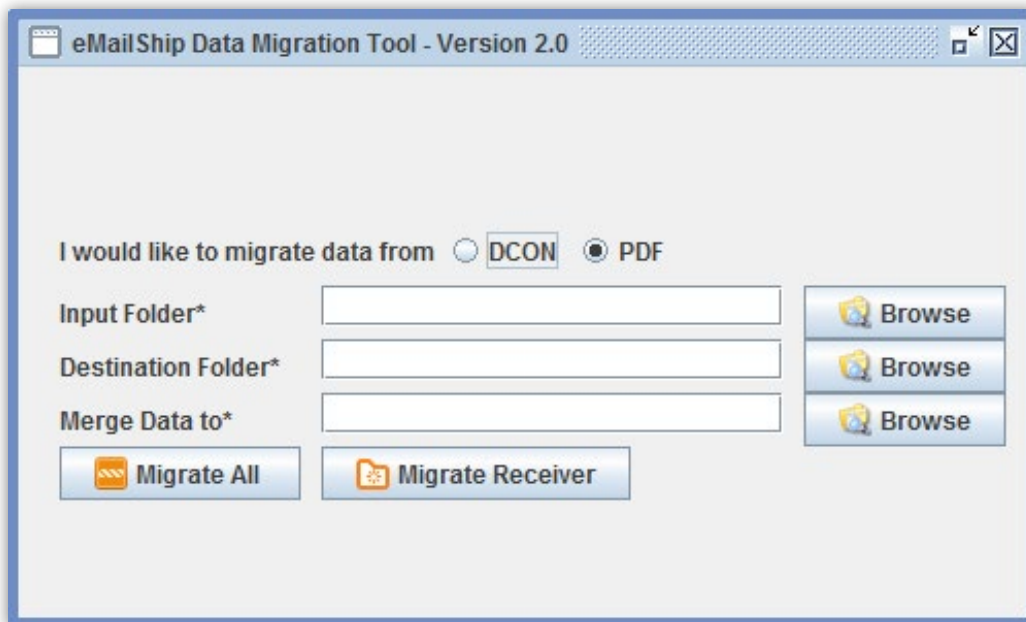
Click the "Migrate All Data" button to migrate all saved data (shipper and consignee) or click "Migrate Receiver Data" to migrate only the receivers' data.

#### Note

If you select "Migrate All Data," the system will automatically save separate **eMailShip** forms according to the origin.

# EMAILSHIP CONVERSION TOOL

## MIGRATE SAVED PDF INFORMATION



Conversion Tool Pop-up Window

### Steps to migrate data from DHL Connect:

#### STEP 1:

Run DHL Connect and go to Data Tools to export the recipient data. Save the exported file in a specified folder.

#### STEP 2:

Open a second new folder and give it another name (e.g. "Destination"). The new PDFs will be saved to this folder.

#### STEP 3:

Launch the Conversion Tool. Choose "I would like to migrate data from DCON."

Click on the "Browse" button for the first field (DCON Input Folder). Locate the folder where the exported DHL Connect file is located and click "Open."

Click on the "Browse" button for the second field (Destination Folder). Locate the Destination folder and click "Open."

Click on the "Browse" button for the third field (Output File). Locate the latest **eMailShip** form and click "Open."

#### STEP 4:

Click the "Migrate Receiver" button to migrate saved receiver data.



# APPENDIX OF SHIPPER COUNTRY CODES

NO.	SHIPPER COUNTRY NAME	SHIPPER COUNTRY CODE	NO.	SHIPPER COUNTRY NAME	SHIPPER COUNTRY CODE	NO.	SHIPPER COUNTRY NAME	SHIPPER COUNTRY CODE	NO.	SHIPPER COUNTRY NAME	SHIPPER COUNTRY CODE
1	AFGHANISTAN	AF	28	BELARUS	BY	54	FAROE ISLANDS	FO	81	JAMAICA	JM
2	ANTIGUA	AG	29	BELIZE	BZ	55	FRANCE	FR	82	JAPAN	JP
3	ANGUILLA	AI	30	CANADA	CA	56	GABON	GA	83	KENYA	KE
4	ALBANIA	AL	31	CONGO, THE DEMOCRATIC REPUBLIC OF	CD	57	GRENADA	GD	84	KYRGYZSTAN	KG
5	ARMENIA	AM	32	CENTRAL AFRICAN REPUBLIC	CF	58	GEORGIA	GE	85	CAMBODIA	KH
6	NETHERLANDS ANTILLES	AN	33	CONGO	CG	59	FRENCH GUYANA	GF	86	KIRIBATI	KI
7	ANGOLA	AO	34	SWITZERLAND	CH	60	GHANA	GH	87	COMOROS	KM
8	ARGENTINA	AR	35	COOK ISLANDS	CK	61	GREENLAND	GL	88	ST. KITTS	KN
9	AMERICAN SAMOA	AS	36	CHILE	CL	62	GAMBIA	GM	89	KOSOVO	KV
10	AUSTRIA	AT	37	CAMEROON	CM	63	GUINEA REPUBLIC	GN	90	KUWAIT	KW
11	AUSTRALIA	AU	38	COLOMBIA	CO	64	GUADELOUPE	GP	91	CAYMAN ISLANDS	KY
12	ARUBA	AW	39	COSTA RICA	CR	65	GUINEA-EQUATORIAL	GQ	92	KAZAKHSTAN	KZ
13	AZERBAIJAN	AZ	40	CUBA	CU	66	GREECE	GR	93	LAO PEOPLES DEMOCRATIC REPUBLIC	LA
14	BOSNIA AND HERZEGOVINA	BA	41	CAPE VERDE	CV	67	GUATEMALA	GT	94	ST. LUCIA	LC
15	BARBADOS	BB	42	CYPRUS	CY	68	GUAM	GU	95	LIECHTENSTEIN	LI
16	BANGLADESH	BD	43	GERMANY	DE	69	GUINEA-BISSAU	GW	96	LIBERIA	LR
17	BELGIUM	BE	44	DJIBOUTI	DJ	70	GUYANA (BRITISH)	GY	97	LESOTHO	LS
18	BURKINA FASO	BF	45	DOMINICA	DM	71	HONG KONG	HK	98	LUXEMBOURG	LU
19	BULGARIA	BG	46	DOMINICAN REPUBLIC	DO	72	HONDURAS	HN	99	MOROCCO	MA
20	BAHRAIN	BH	47	ECUADOR	EC	73	CROATIA	HR	100	MONACO	MC
21	BURUNDI	BI	48	EGYPT	EG	74	HAITI	HT	101	MOLDOVA, REPUBLIC OF	MD
22	BENIN	BJ	49	ERITREA	ER	75	HUNGARY	HU	102	MONTENEGRO, REPUBLIC OF	ME
23	BERMUDA	BM	50	ETHIOPIA	ET	76	INDONESIA	ID	103	MADAGASCAR	MG
24	BRUNEI	BN	51	FINLAND	FI	77	ISRAEL	IL	104	MARSHALL ISLANDS	MH
25	BOLIVIA	BO	52	FIJI	FJ	78	IRAQ	IQ	105	MACEDONIA, REPUBLIC OF	MK
26	BAHAMAS	BS	53	MICRONESIA, FEDERATED STATES OF	FM	79	IRAN (ISLAMIC REPUBLIC OF)	IR	106	MALI	ML
27	BOTSWANA	BW				80	ICELAND	IS			





# APPENDIX OF SHIPPER COUNTRY CODES

NO.	SHIPPER COUNTRY NAME	SHIPPER COUNTRY CODE	NO.	SHIPPER COUNTRY NAME	SHIPPER COUNTRY CODE
211	GIBRALTAR	GI	226	UAE BILLING COUNTRY CODE	XA
212	JERSEY	JE	227	KOREA, REPUBLIC OF (SOUTH K.)	KR
213	GUERNSEY	GG	228	KOREA, THE D.P.R OF (NORTH K.)	KP
214	UNITED KINGDOM	GB	229	COTE D IVOIRE	CI
215	FALKLAND ISLANDS	FK	230	YEMEN, REPUBLIC OF	YE
216	IRELAND, REPUBLIC OF	IE	231	COMMONWEALTH NO. MARIANA ISLANDS	MP
217	ALL COUNTRIES	ZZ	232	LIBYA	LY
218	SRI LANKA	LK	233	SOUTH SUDAN	SS
219	MYANMAR	MM	234	LITHUANIA	LT
220	UKRAINE	UA	235	ESTONIA	EE
221	LEBANON	LB	236	SAINT HELENA	SH
222	UNITED ARAB EMIRATES	AE	237	GLOBAL MAIL BILLING	XG
223	PAKISTAN	PK	238	DENMARK	DK
224	SOUTH AFRICA	ZA			
225	DUMMY BILLING CODE	XL			

Introduction

Getting Started

Downloading  
DHL eMailShip

Completing the  
Shipment Form

Completing the  
Customs Document  
(Optional)

Completing the  
Pickup Form  
(Optional)

Email Confirmation  
and Shipping  
Documents

Sending Request  
Message Manually

eMailShip  
Conversion Tool



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